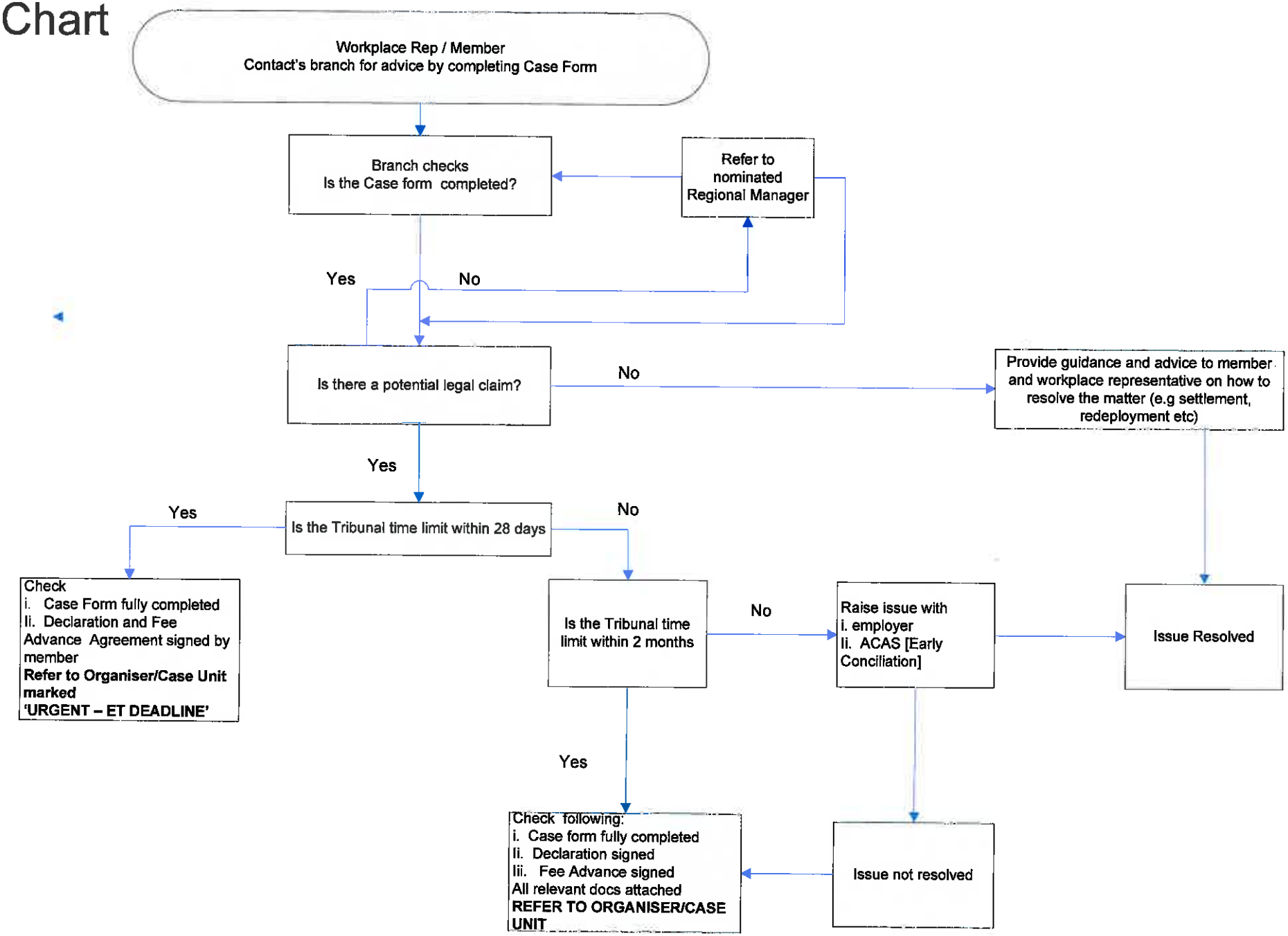
Branch Flow Chart


Workplace Rep / Member
Contact's branch for advice by completing Case Form
Branch checks
Is the Case form completed?
Refer to nominated Regional Manager
Yes
No
Is there a potential legal claim?
No
Provide guidance and advice to member and workplace representative on how to resolve the matter (e.g settlement, redeployment etc)
Yes
Yes
Is the Tribunal time limit within 28 days
No
Check
i. Case Form fully completed
Ii. Declaration and Fee Advance Agreement signed by member
Refer to Organiser/Case Unit marked
'URGENT – ET DEADLINE'
Is the Tribunal time limit within 2 months
No
Raise issue with
i. employer
Ii. ACAS [Early Conciliation]
Issue Resolved
Yes
Check following:
i. Case form fully completed
Ii. Declaration signed
Iii. Fee Advance signed
All relevant docs attached
REFER TO ORGANISER/CASE UNIT
Issue not resolved